S. No.	Place	Purpose	Period of tour From	To
8.	*Shri Deepak Sanchety, Grade D*			
1.	USA	Training PGM on Derivatives	11.07.98	14.08.98
2.	USA	Training on Internet Trading, Visit to SEC, NYSE, etc.	20.10.99	03.11.99
3.	Seoul and Hong Kong	APRC Seminar	26.08.2000	05.09.2000

Complaint against Managers of PNB

†1762. MISS FRIDA TOPNO: Will the Minister of FINANCE be pleased to state:

(a) the number of complaints regarding ill-treatment and harassment of customers for petty matters against managers of Punjab National Bank;

(b) whether it is a fact that the Manager of Punjab National Bank, Nauroji Nagar charges extra money from customers for providing statement of deposits and verifying the signature and on refusal to pay, the Manager refuses to do their work and insulted too; and

(c) if so, the punitive action Government propose to take against the Manager?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI BALASAHEB VIKHE PATIL): (a) Punjab National Bank (PNB) has reported that there is no such complaint pending with the Bank at present.

(b) On investigating the matter, PNB has further stated that no extra amount is taken at their Nauroji Nagar Branch, New Delhi for issuing statement of account. Further, for verifying the signature of the account holder or for issuing any other certificate, service charges are levied as per Bank's guidelines and under all circumstances, courteous customer service is provided at the branch.

(c) Does not arise.

†Original notice of the question was received in Hindi.